Grievance Redressal System

DR. A.P.J. ABDUL KALAM TECHNICAL UNIVERSITY, LUCKNOW

Welcome to Presentation on Grievance Redressal System

Grievance Redressal System Introduction

The Grievance Redressal Cell (GRC) aims to look into the complaints lodged by any student and redress it as per requirement. The students can state their grievance regarding any academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated academic and non-academic matter within the campus through the online and grievance/ suggestion box. The institution aims at solving the grievances of the students within stipulated time.

Problem Statement

Student satisfaction is a major concern for any educational institute. However, many a time the students fail to express their concerns & issues or fail to reach out for proper support from the organization. Neither is there any system to address the conflicts or issues faced by the students. This eventually leads to students' dissatisfaction. Hence, to maintain the dignity of the college or institute by ensuring a conflict-free atmosphere by promoting good student-teacher relationships we have developed a Student Grievance System that will address the students' issues & grievances. The students can lodge their complaints through this system which will be redressed by the institute. This grievance cell will also look into matters of harassment thus creating a protective environment for students.

Scope of GRC

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Objectives of GRC

The Grievance Redressal Cell has been developed to settle the grievances of the students and other stakeholders within a reasonable time period for further strengthening the bond of the students with the institution by providing them with all kind of facilities to a satisfaction level for maintaining a convenient ambience of academic teaching and learning.

Importance of Grievance Redressal System

- **Student Satisfaction and Well-being:** A Student Grievance Redressal System is crucial for ensuring the satisfaction and well-being of students within an educational institution. Addressing their concerns, whether related to academics, facilities, or interpersonal issues, contributes to a positive learning environment, fostering a sense of security and contentment among students.
- **Maintaining Academic Quality and Integrity:** An effective Grievance Redressal System helps uphold the academic quality and integrity of an institution. By promptly addressing grievances related to unfair grading, biased treatment, or other academic matters, the system ensures that the educational experience remains transparent, fair, and conducive to learning.
- **Building Trust and Accountability:** Implementing a transparent and responsive Grievance Redressal System builds trust between students and the educational institution. When students believe that their concerns are taken seriously and resolved fairly, it enhances the institution's credibility and accountability, fostering a positive relationship between the student body and the administration.

Functions

- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

Procedure for Lodging Complaint

- The students may feel free to put up a grievance in writing/or in the format available in the admin dept. and drop it in boxes.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

System Requirements

Hardware Requirement

- I3 processor system or higher
- 4 GB RAM or higher
- 100 GB ROM or higher
- Minimum 350MB Hard Disk space for installation

Software Requirement

- Windows 7 or higher
- XAMP or WAMP Server
- PHP, MySQL, HTML5, CSS3, Java Script, Bootstrap
- IDE (Notepad++, Visual Studio Code, or Eclipse.)

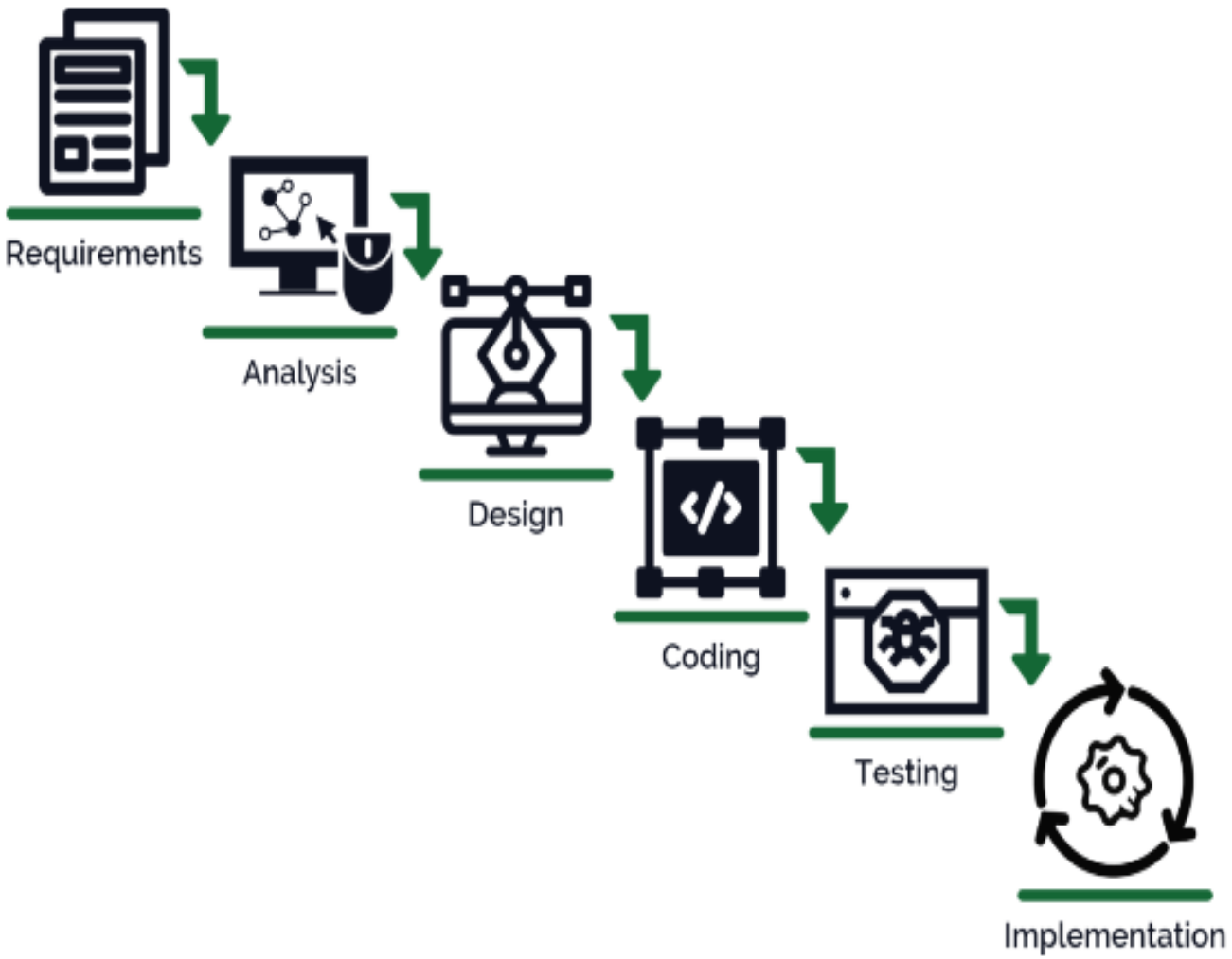
Project Life Cycle

The waterfall model is a classical model used in system development life cycle to create a system with a linear and sequential approach. It is termed as waterfall because the model develops systematically from one phase to another in downward fashion. The waterfall approach does not define the process to go back to the previous phase to handle changes in requirement. The waterfall approach is the earliest approach that was used for software development.

The fundamental step used in **SDLC** process is based on the ISO 9001 guidelines. My aim was to follow the ISO guidelines and develop a perfect system.

The system development was organized into 6 major parts:

1. Requirement Gathering
2. Analysis
3. Documentation/Design
4. Development/Coding
5. Testing
6. Implementation

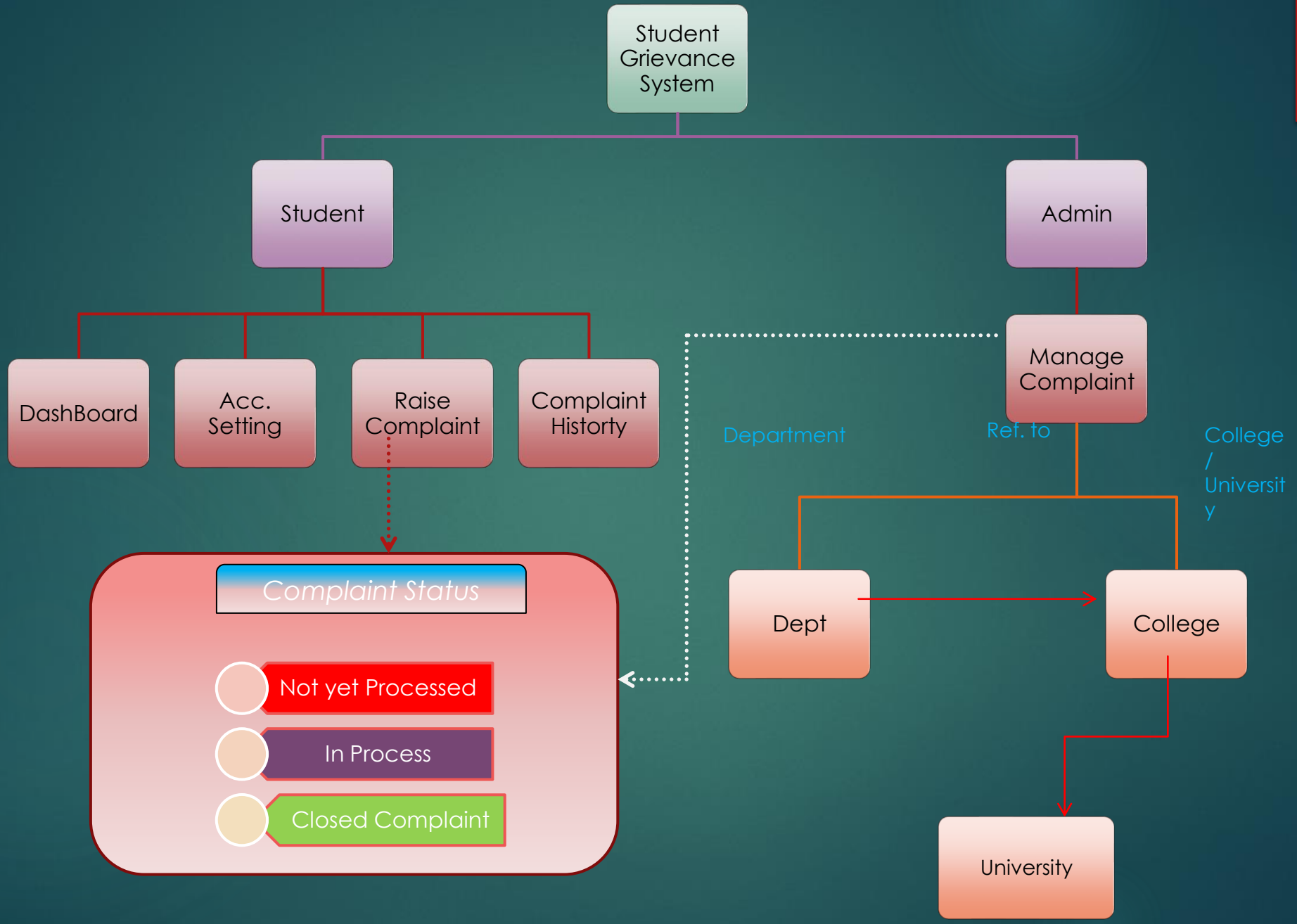

Requirements
Analysis
Design
Coding
Testing
Implementation

Working of the Project

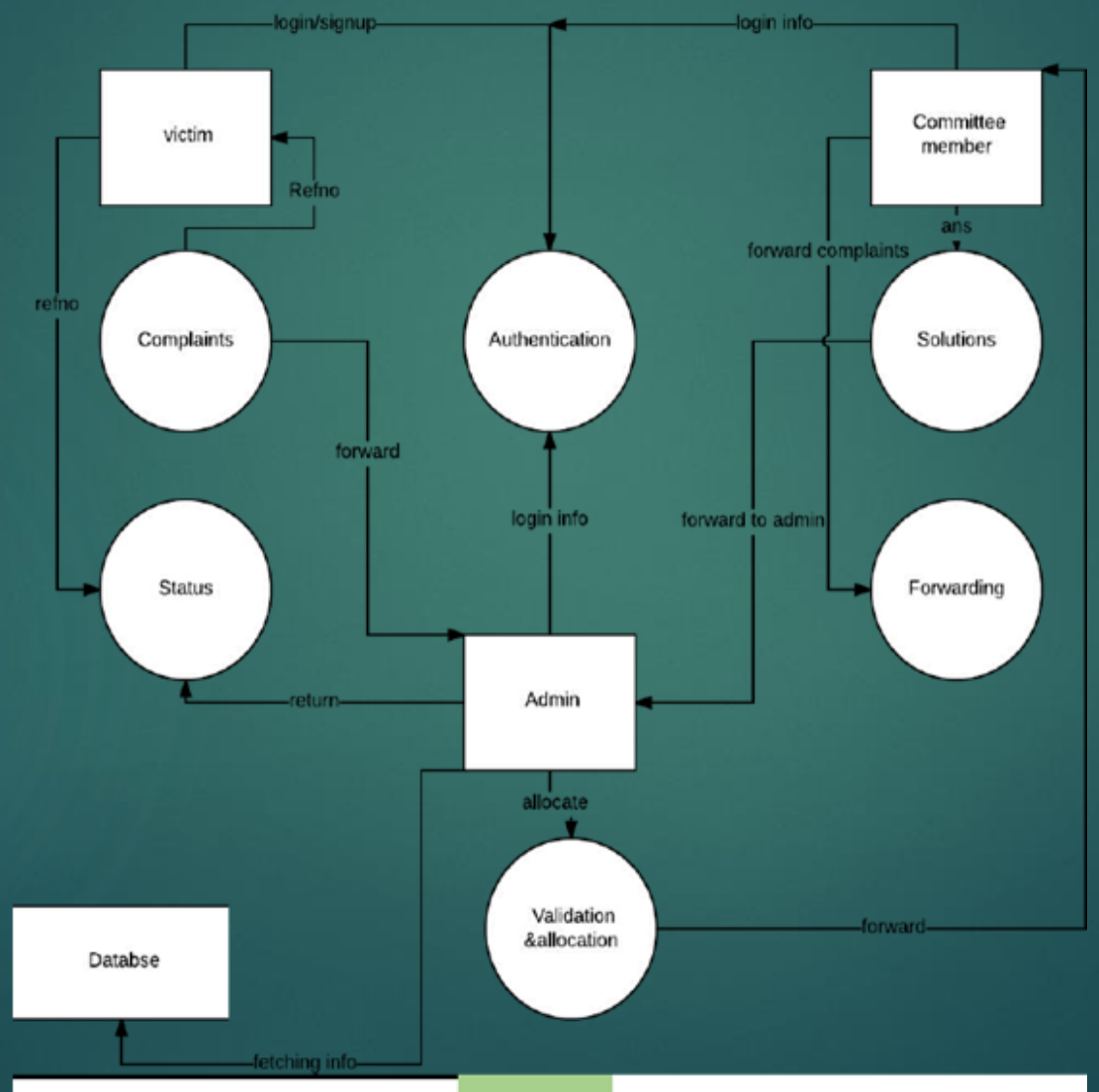
The system functions to look into the grievances lodged by any student. Students may approach the cell to voice their grievances regarding academic matters, health services, library and other services. Anyone with a genuine grievance may approach the Co-ordinator or member of the Student's Grievance cell, Grievance cell is formed in order to keep the healthy working atmosphere amongst staff and students, Admin can view the resolving status of all grievance.

Modules of GRS

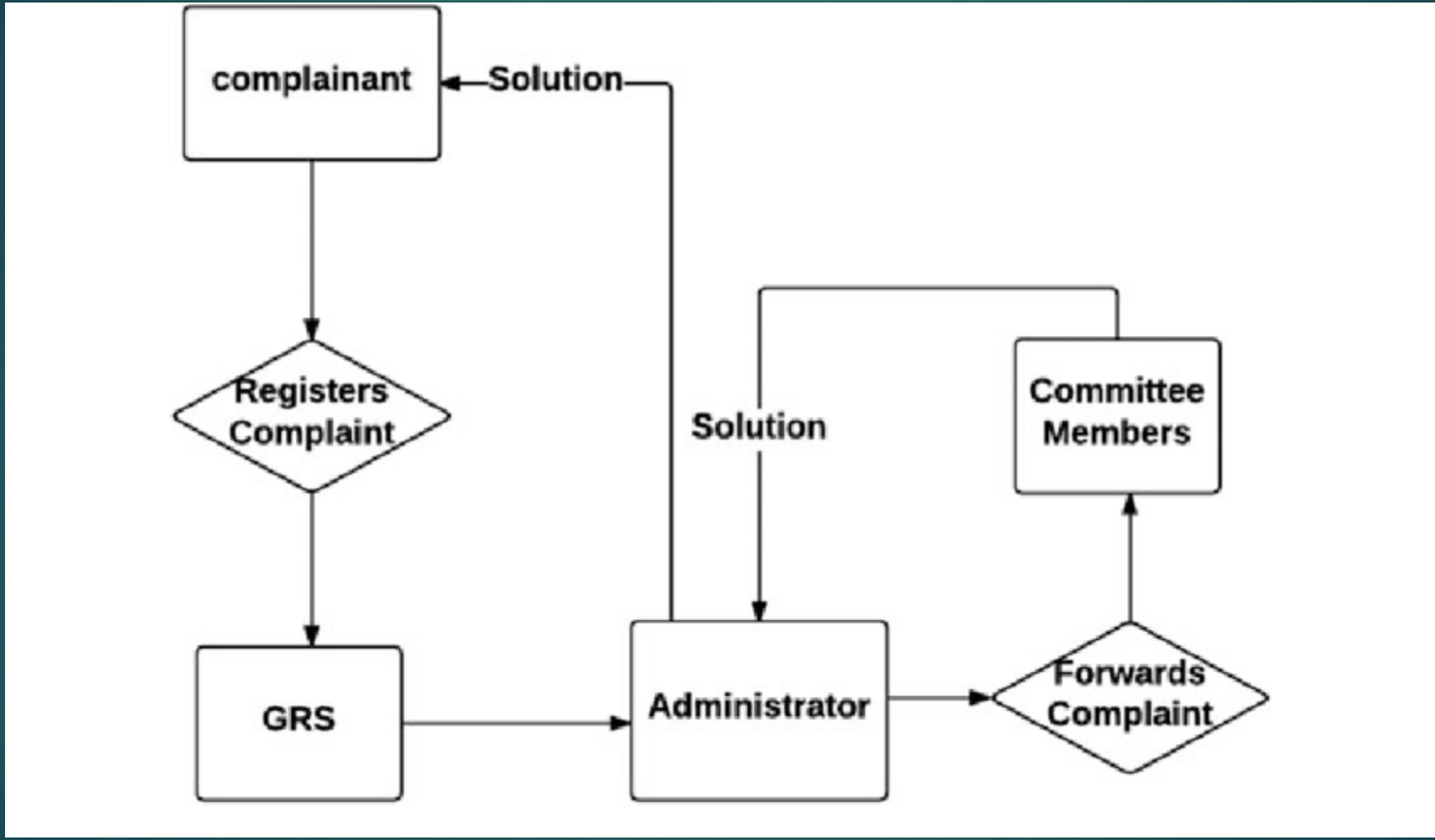
- Login Module
- Registration Module
- Student Complain Module
- Admin Login and Authentication
- Complain Progress Management
- Dashboard Management
- Final Report Management


Student Grievance System
Student
Admin
DashBoard
Acc. Setting
Raise Complaint
Complaint Historty
Manage Complaint
Department
Ref. to
College / Universit y
Complaint Status
Not yet Processed
In Process
Closed Complaint
Dept
College
University

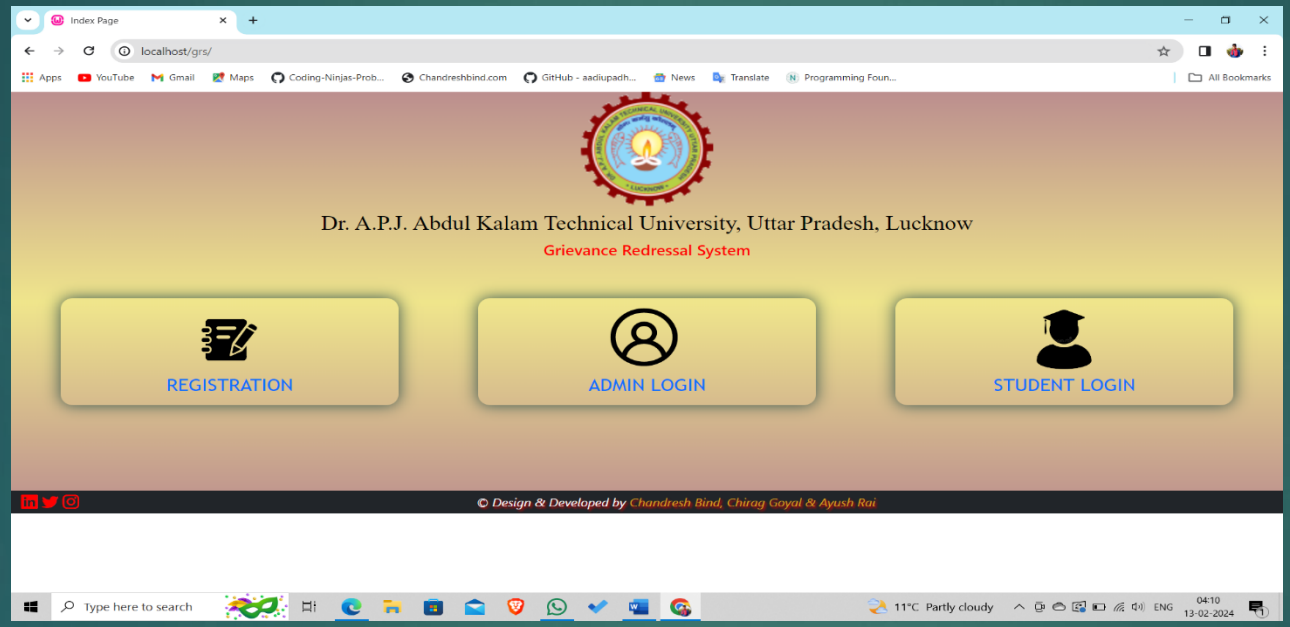
DFD of GRS


login/signup
login info
victim
Refno
Committee member
ans
forward complaints
refno
Complaints
Authentication
Solutions
forward
login info
forward to admin
Status
Forwarding
return
Admin
allocate
Validation &allocation
forward
Databse
fetching info

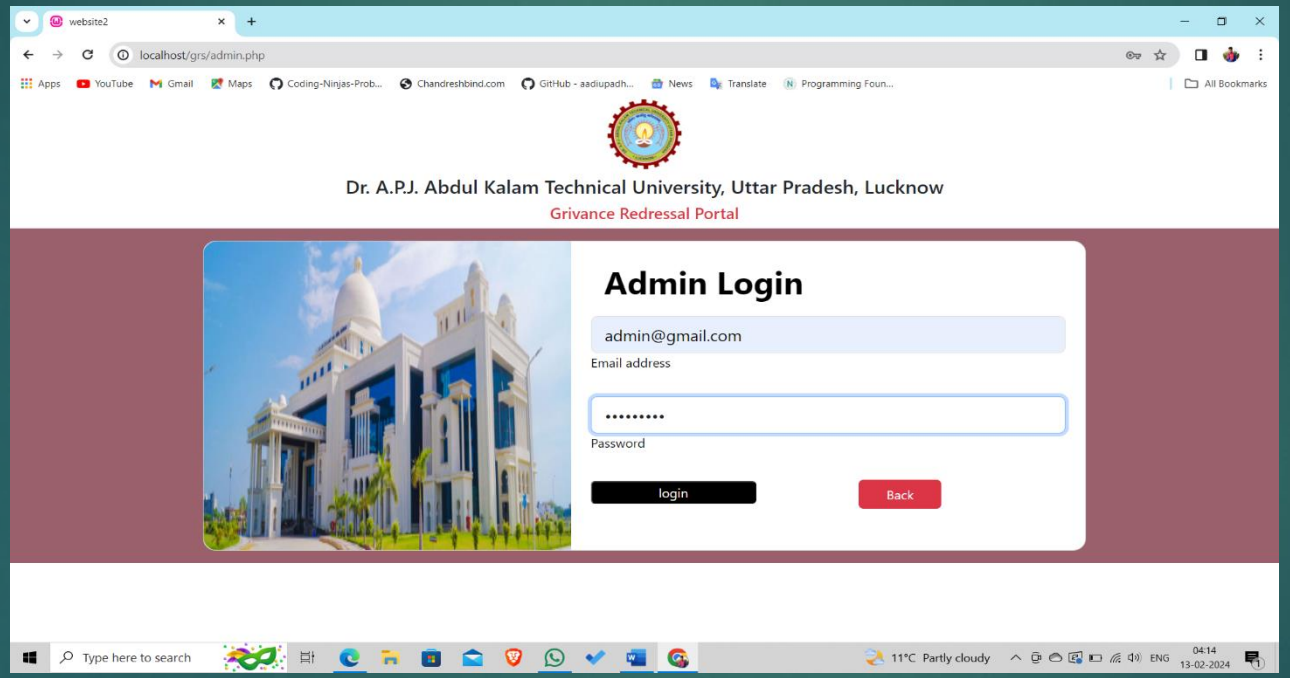
Prototype of the GRS



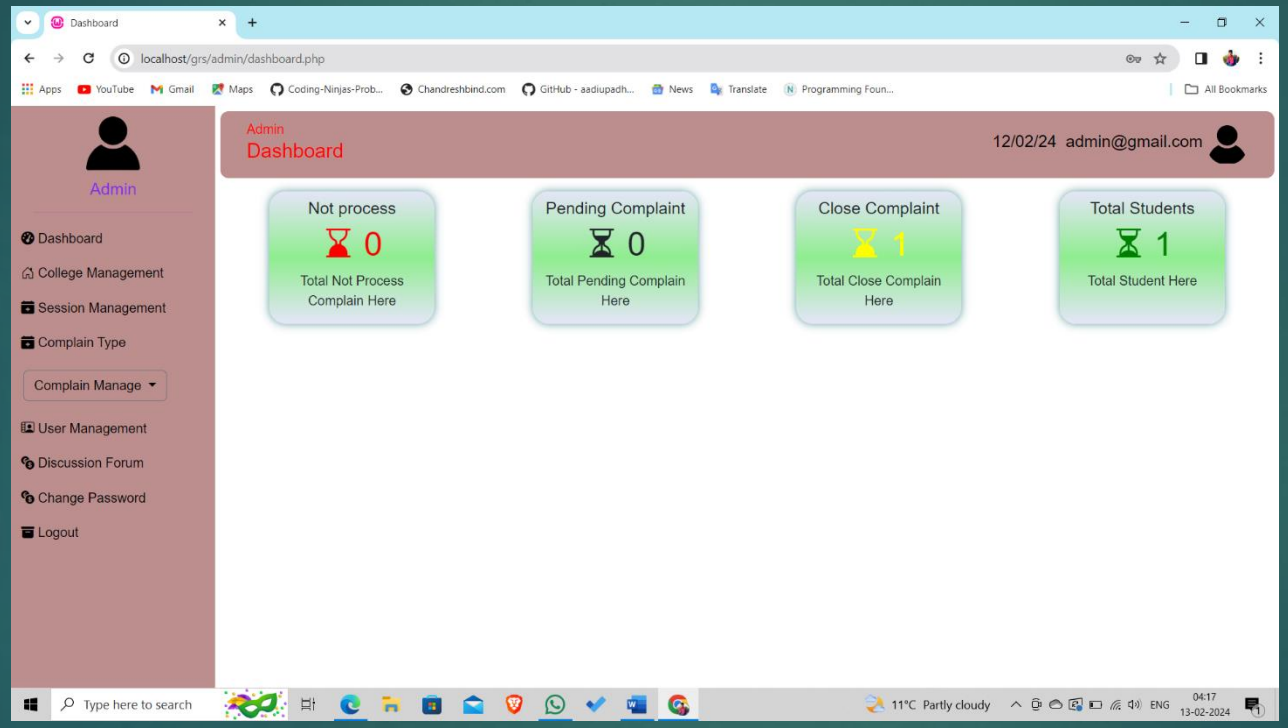
PROJECT SNAPSHOTS



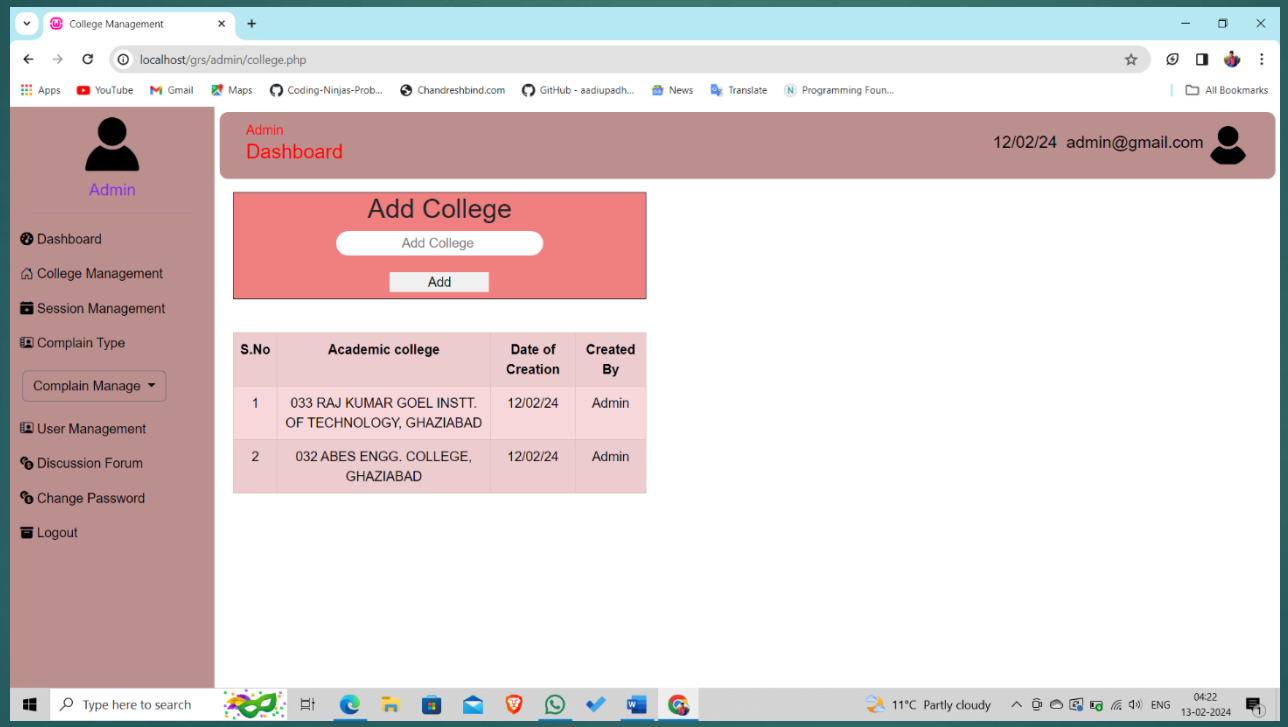
ADMIN LOGIN


website2
localhost/grs/admin.php
Apps
YouTube
Gmail
Maps
Coding-Ninjas-Prob...
Chandreshbind.com
GitHub - aadiupadh...
News
Translate
Programming Foun...
All Bookmarks
Dr. A.P.J. Abdul Kalam Technical University, Uttar Pradesh, Lucknow
Grivance Redressal Portal
Admin Login
admin@gmail.com
Email address
Password
login
Back
Type here to search
11°C Partly cloudy
ENG
04:14
13-02-2024

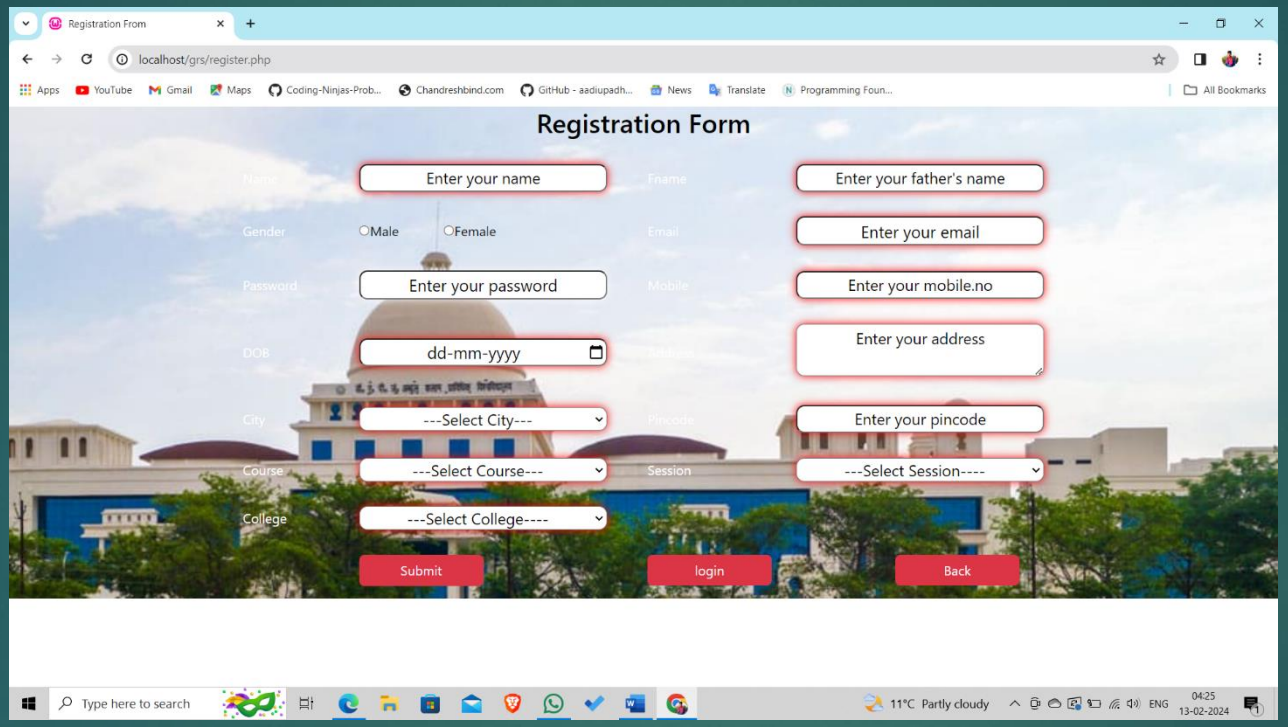
ADMIN DASHBOARD



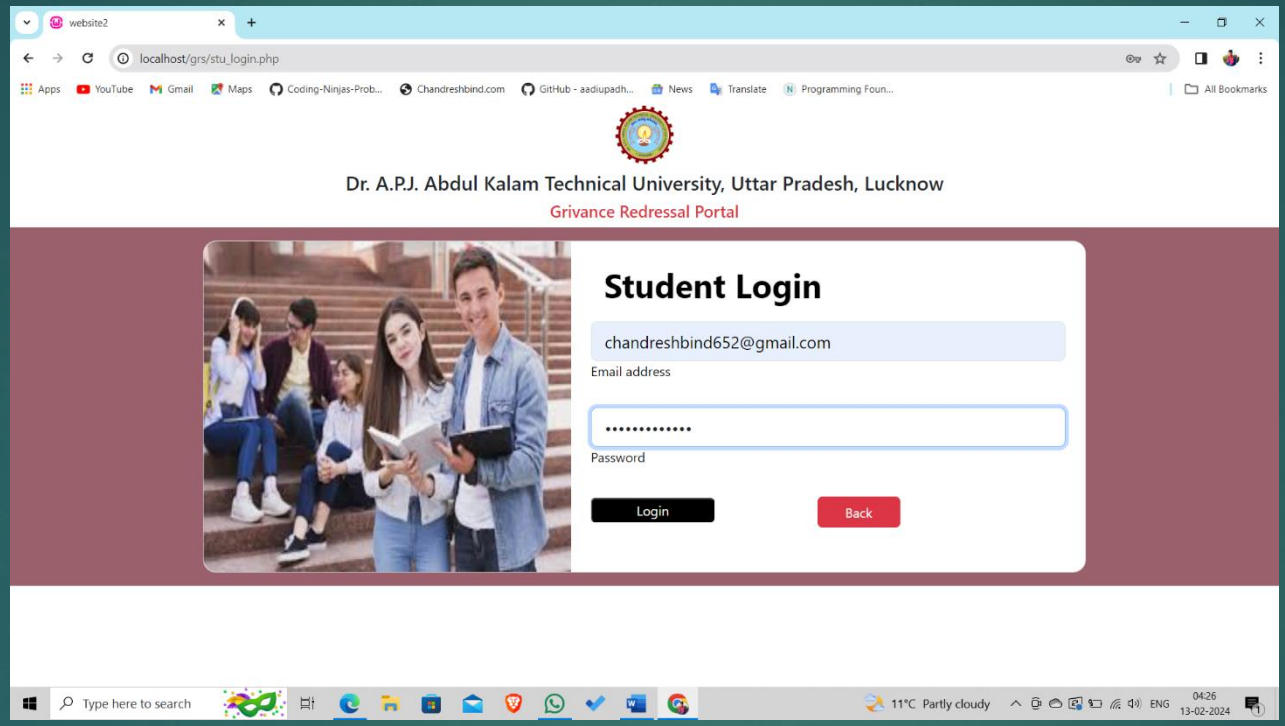
COLLEGE MANAGEMENT



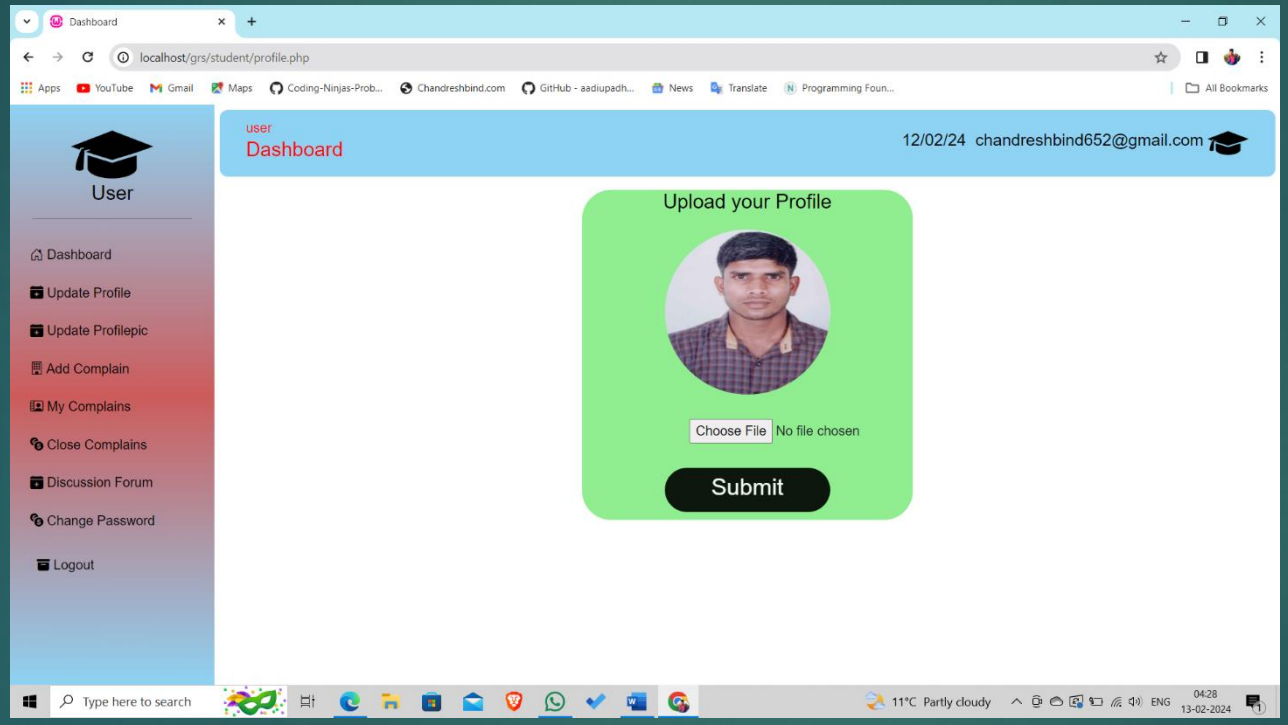
REGISTRATION



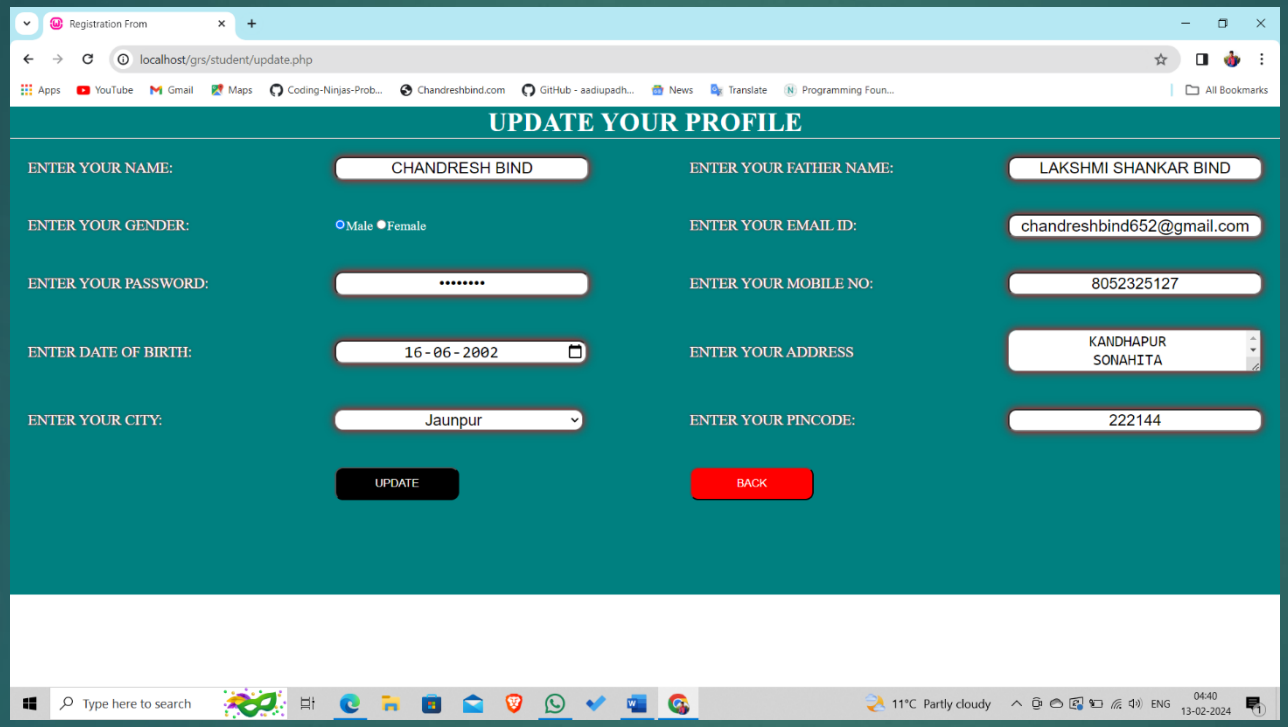
STUDENT LOGIN



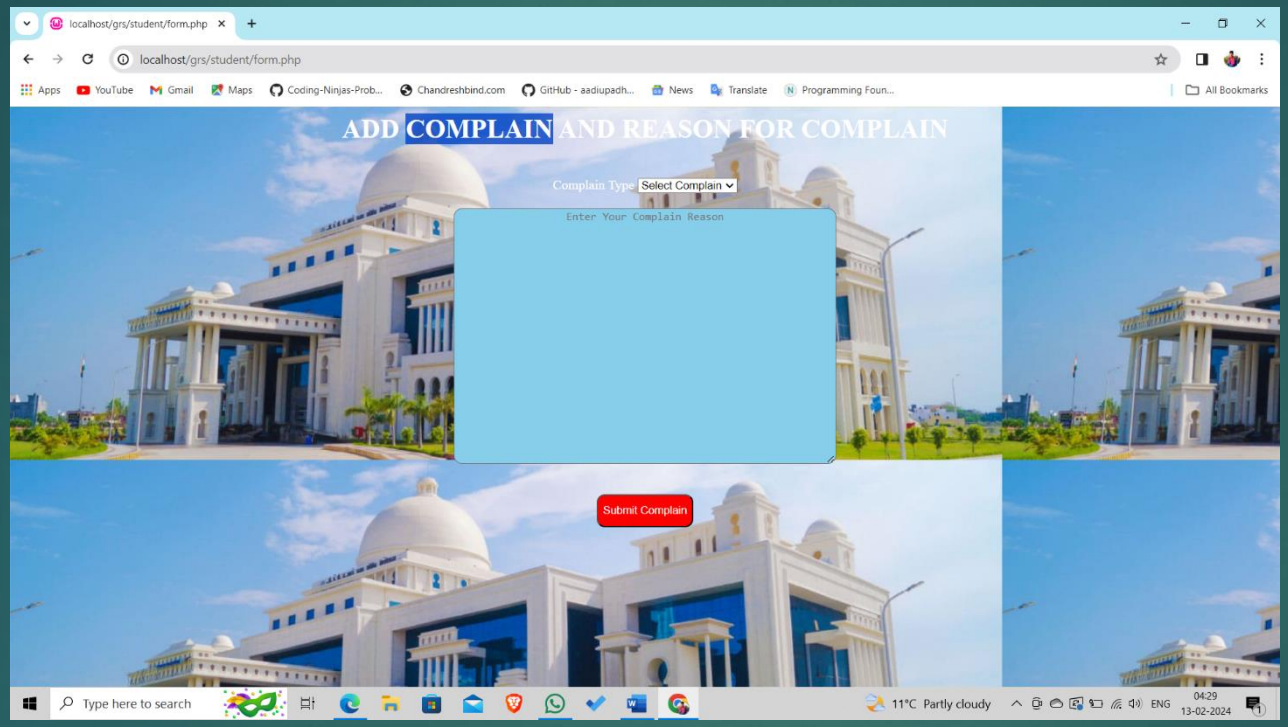
USER DASHBOARD



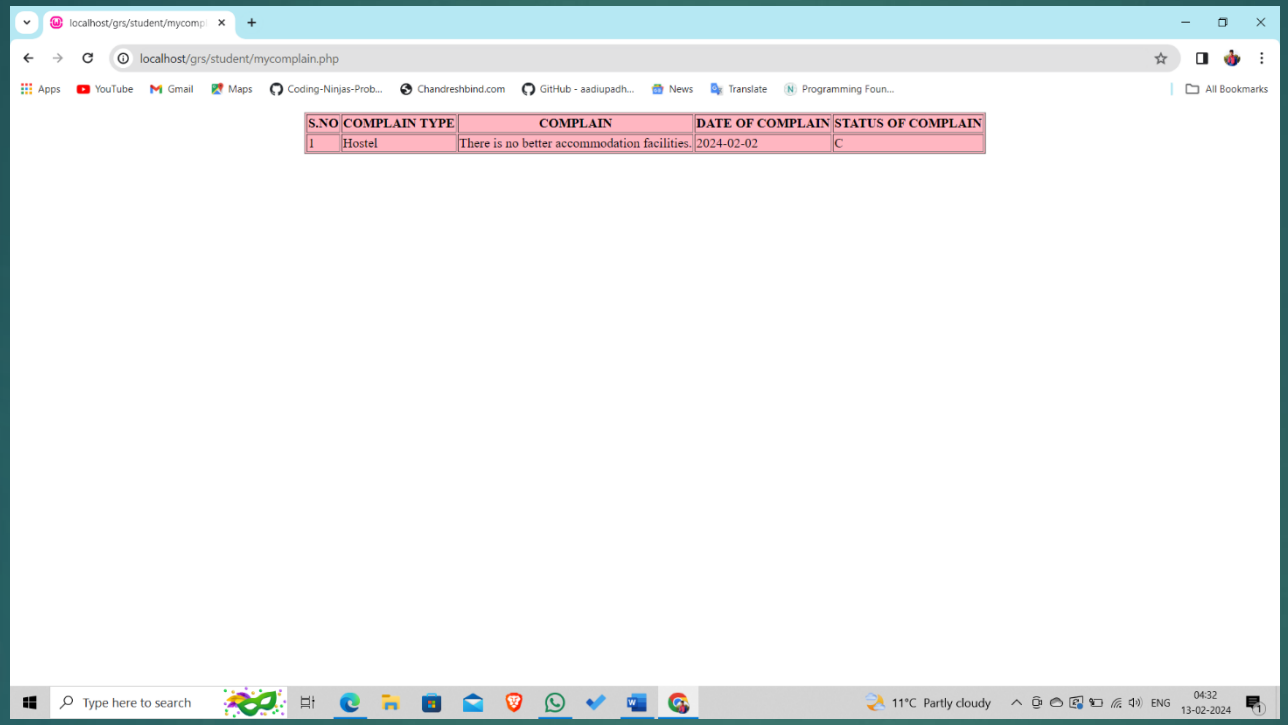
UPDATE PROFLIE



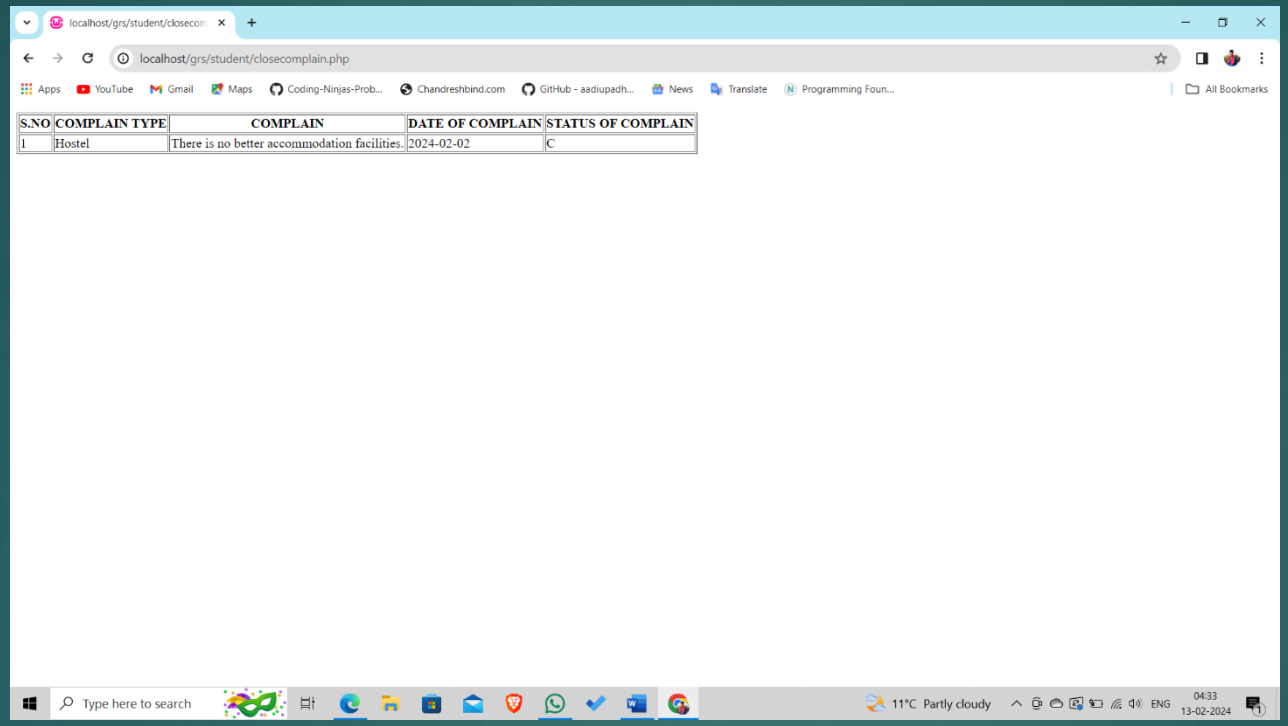
ADD COMPLAIN



MY COMPLAINS

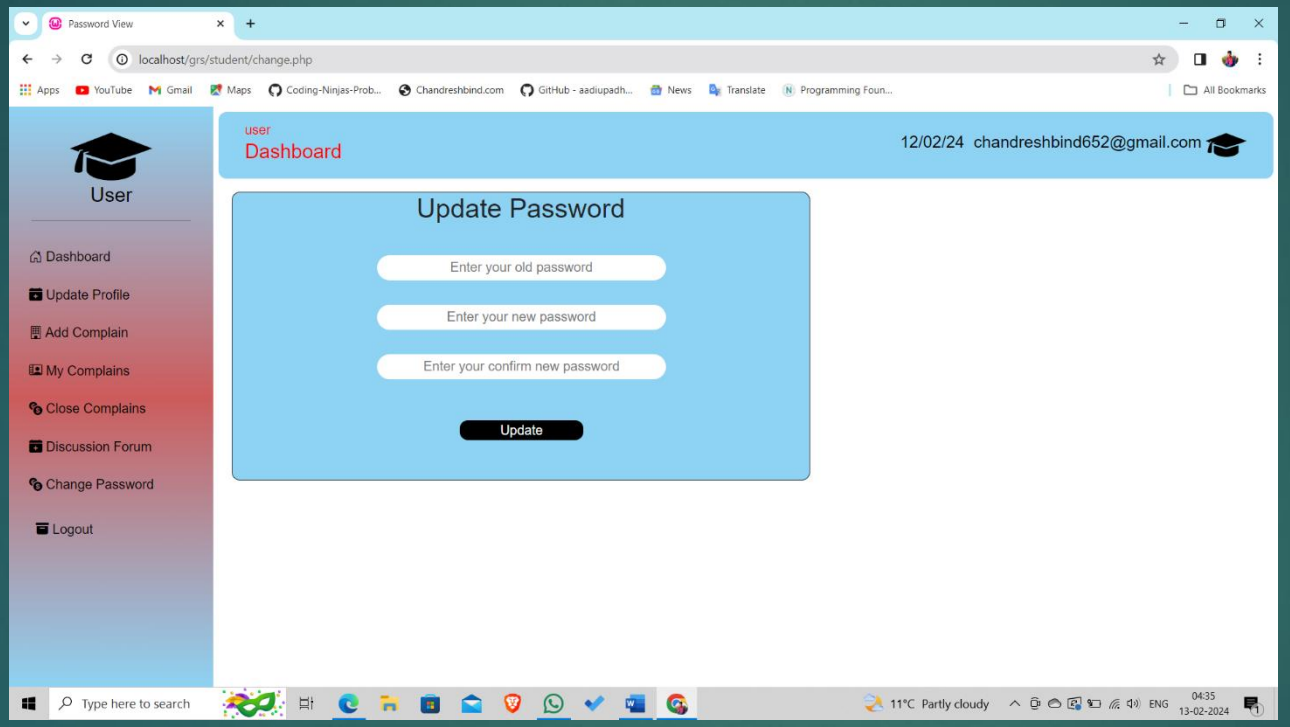


CLOSED COMPLAINS

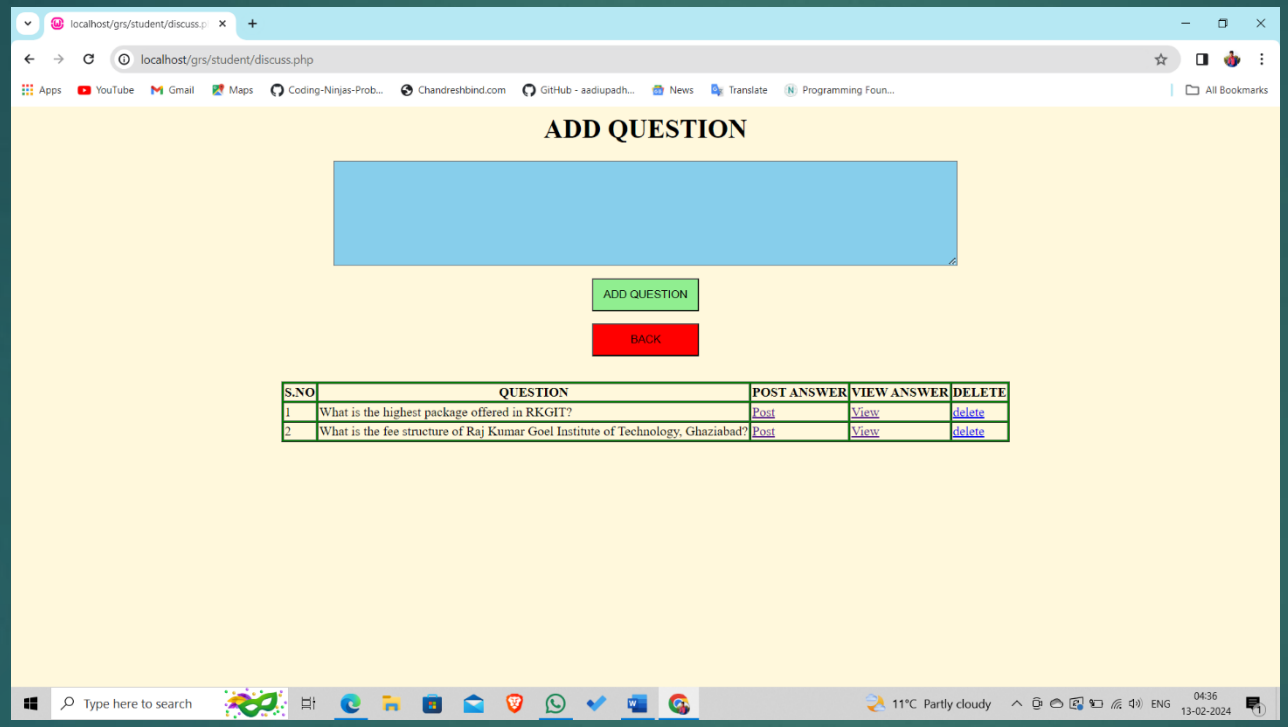


S.NO	COMPLAIN TYPE	COMPLAIN	DATE OF COMPLAIN	STATUS OF COMPLAIN
1	Hostel	There is no better accommodation facilities.	2024-02-02	C

UPDATE PASSWORD



DISCUSSION FORUM



Advantages

- It tracks all the information of various types of complains.
- Manages the information of complainant.
- Shows the information and description of the various complains and their solutions.
- To increase efficiency of managing the university rules and regulations.
- It deals with monitoring the information and feedbacks.
- Adding, Editing, and updating of records is improved which results in proper data management of online complain system data.
- It provides a fair and speedy means of grievance handling.
- Builds harmonious education atmosphere in campus.

Conclusion

This **Grievance Redressal System** is an attempt to highlight the fact that there are hardly such systems prevailing curtailing to the complaint redressed for students enrolled in numerous organizations. This paper has demonstrated a proposed GRS system for the grievance redressed of students covering various domains of complaints which could be lodged easily and thus leading to easy and sure solutions or redressed to the problems being faced by a student on a regular basis. The technologies used comprise of HTML and CSS to design a user-friendly graphical user interface, PHP, and SQL to keep track of the records at the back end. This system would be suitable for any organization for the resolution of complaints and thus lead to a qualitative and quantitative development of the organization.

In future it is planned to develop our own web server to host the web application.

Building Android Application for the system is also one of the future scope's of this project.

Thank You !